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REPORT ON CLERICAL ORIENTATION FOLLOW-UP INTERVIEWS

In the last two months [] contacted twenty-two people--mostly TLO's--in their effort to check on the effectiveness of the Clerical Orientation. They found many who knew nothing of the program and more who welcomed clarification of the differences in our three areas of clerical training.

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The general reaction was one of enthusiasm for the program and cooperativeness in explaining it down the line. The number of calls to [] from the TLO's since these interviews is evidence of the effectiveness of the personal contacts.

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The two items requiring most emphasis, according to the people interviewed, are security and telephones. Suggestions for additions to the course included items which could not justifiably be included in the Orientation and items better handled in the Clerical Refresher Course. Explanations were made to the TLO's and appropriate suggestions were referred to []

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Some miscellaneous information which the two instructors contributed in their reports follows:

1. One felt that a telephone security lecture should be mandatory for GS-13's and above.
2. A few indicated that there is a marked difference between the red-carpet welcome afforded a new person in one of the higher categories, and the way in which clerical people are treated during their first few weeks.
3. Girls with government experience plus this orientation seem well qualified to go right into an office and get to work.
4. There is a noticeable lack of proper office dress and courtesy in some offices.
5. Three people offered to aid us by guest-lecturing.
6. A suggestion was made that we might consider the need for a transitional course designed to help secretaries with good educational and experience backgrounds plus outstanding mental ability and performance records, to progress into administrative or analytical jobs.

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[redacted] made the following suggestions or recommendations as a result of their conferences:

1. That they be permitted to visit or work in some of the offices for an occasional week at a time in order to gain facts and insights in various situations.
2. That a firm and clear answer to the new employees' question--"What do I say when they ask me where I work?"--should be given them at the time of their first contact with Agency personnel and repeated whenever necessary along the line.
3. That we continue to gear the course to a heterogeneous group despite the wide span in ages, experience, and education rather than divide the group in any way at this time.

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May 19, 1953

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